



H&B CABLE SERVICE, INC.

Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
H&B Cable Service, Inc.

108 N. Main / P.O. Box 108
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June 27, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(1) through (a)(6).

Pursuant to Section 54.313(a)(1) through (a)(6) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for H&B Cable Service, Inc., Study Area Code 419008.

H&B Cable Service, Inc. is a state-designated ETC. For its July 2, 2012 submission the attachment summarizes the relevant information for §54.313 (a)(1) through (a)(6). For 54.313(a)(3) the information was not required to be collected during 2011 by the state commission, and therefore is exempted pursuant to paragraph 10 of Connect America Fund, WC Docket No. 10-90 et al., Order, 27 FCC Rcd 606, 608 (2011). The relevant reports required by the state commission are attached and pertain to 54.313(a)(1), (a)(2), and (a)(4). These consist of a progress report on the service quality improvement plan, service outages, and complaints per thousand handsets. H&B Cable Service, Inc. is also submitting the required certifications for 54.313(a)(5) and (a)(6).

Should you have any questions, please contact me via email at robkoch@hbcomm.net or by phone at 785-252-4000.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rob Koch', with a stylized, looping flourish at the end.

Robert A. Koch
President/General Manager

Enclosures

Cc: Patrice Petersen-Klein
Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

§ 54.313(a)(1) - Progress Report on Five Year Service Quality Improvement Plan

H&B Cable Service's target area now includes all of the Claflin exchange and the Ellinwood exchange except within the city limits of Ellinwood. Partnering with its affiliate, H&B Communications, Inc., H&B Cable submitted an application to BIP in 2010 for funding of a FTTH network throughout its target area, which covers 300 square miles. This FTTH network would allow H&B to provide affordable, reliable, high quality voice service to an area it had been struggling to reach via a wireless system. The application was approved, and the dollars received from the RUS combined with company investments were put to work immediately. Staking of the project and customer awareness campaigns took place late in 2010. Construction began early in 2011 with the burial of fiber in the Claflin exchange. Fiber burial in the Ellinwood exchange followed suit early in the third quarter of the same year. By the end of 2011, 54% of the mainline and 35% of the drops had been plowed in the Claflin exchange and one customer had been cutover for testing purposes. In Ellinwood, all of the conduit had been bored and fiber pulled in town by the end of 2011 and 12% of the total rural fiber had been plowed.*

H&B's goal is to complete construction of the new network by mid-year 2012 with all customers who have requested service to be cut-over by year-end. Estimates submitted with the BIP application include nearly 250 residential and business voice customers in service by year-end 2012 increasing to nearly 400 by year-end 2013. H&B has installed top-of-the-line equipment so that it can provide the most reliable, high quality voice service available. Because this equipment is new, H&B does not foresee the need to upgrade in the next two years. However, H&B will ensure that everything remains in working order and good condition so that service is not interrupted unnecessarily.

H&B made great progress in 2011 and met the construction targets as outlined in its BIP application and is on track to meet its targets in 2012 as well. Customer cut-overs are well under way in both the Claflin and Ellinwood exchanges. While no service is perfect, H&B anticipates that its customer complaints as a percentage of 1,000 lines will drop significantly over the next two years – to less than 90 in 2012 (recognizing that cut-overs were not completed until mid-year) and less than 75 in 2013.

*A note on the investment – H&B Communications carries the capital investment on its books and bills H&B Cable wholesale rates per customer, which shows up as an expense on H&B Cable's books, which is why H&B Cable did not report any new investments on Attachment 4.

§ 54.313(a)(2) - Outage reporting

All ETCs must provide detailed information on any outage lasting at least 30 minutes for any facilities that an ETC owns, operates, leases, or otherwise utilizes that potentially affect at least 10% of the end users in a service area, or that could affect 911.

H&B Cable Service, Inc. did not experience any qualifying outages in 2011.

§ 54.313(a)(4) - Customer complaints per 1000 connections

In 2011 H&B Cable Service, Inc. received 18 complaints regarding its 178 total lines. Calculated as complaints per 1,000 lines, the result is 101.1.

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)
WC Docket No. 10-90

§ 54.313(a)(1) - Progress Report on five year service quality improvement plan.

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(2) - Outage reporting

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) - Unfulfilled service requests

 X My company was not required to collect this information in 2011.

_____ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) - Customer complaints per 1000 connections

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) - Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) - Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below.

Company Name	State	Study Area Code
H&B Cable Service, Inc	Kansas	419008

Signed,



[Signature of Corporate Officer]

Date:

4/27/12

Robert A. Koch

[Printed Name of Corporate Officer]

President/General Manager

[Title of Corporate Officer]

H&B Cable Service, Inc.
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